In the Claims

The status of claims in the case is as follows:

1.   [Currently amended]   A method for defining the measures of performance of a customer information technology organization, comprising the steps of:

identifying customer performance goals including behaviors exhibited in meeting said goals;

building in a computer a measurement model in response to said customer performance goals, said model including a plurality of metrics;

performing in said computer gap analysis of said model to determine which of said metrics are already collected by said organization and process capabilities for data collection;

identifying new data collection sources for those metrics which are not already collected by said organization;

implementing tools and processes for gathering said metrics;

generating in said computer measurement reports from said metrics;

said building step including building a first draft measurement model and a second draft measurement model;

building said first draft measurement model by selectively executing a first prioritization process and a second prioritization process;

said first prioritization process determining for each said metric a relationship with each said behavior satisfied by said metric;

said second prioritization process determining for each said metric a relationship with each other metric; and

building said second draft measurement model to include a minimum set of measures that drive desired behaviors by selecting metrics from said first and second prioritization processes prioritized selectively by

behaviors satisfied and related metrics.

1   2.   [Original] The method of claim 1, said building step
2   further comprising the step of:

3   selecting as said metrics those which satisfy
4   prioritized behaviors.

1   3.   [Original] The method of claim 2, said building step
2   further comprising the step of:

3   selecting as said metrics those which also satisfy
4   related measures.

1   4.   [Currently amended] A method for creating and using a
2   measurement model work product, comprising the steps of:

3   providing a target future business capabilities work
4   product for defining in a computer database customer
5   goals necessary to achieve through measurements;

6   operating a computer processor for translating said
7   customer goals into a measurement model work product

8   defining account specific behaviors and measures that

9   empirically demonstrate said behaviors;

10   <u>operating said computer processor for</u> building said

11   measurement model work product by building a first

12   draft measurement model and a second draft measurement

13   model;

14   building said first draft measurement model by

15   selectively executing a first prioritization process

16   and a second prioritization process;

17   said first prioritization process determining for each

18   said measure a relationship with each said behavior

19   satisfied by said measure;

20   said second prioritization process determining for each

21   said measure a relationship with each other measure;

22   and

23   building said second draft measurement model <u>to include</u>

24   <u>a minimum set of measures that drive desired behaviors</u>

25   by selecting measurers <u>from said first and second</u>

26   <u>prioritization processes</u> prioritized selectively by

27   behaviors satisfied and related measures.

1   5.   [Original] The method of claim 4, further comprising

2   the step of:

3   defining a gap analysis work product specifying

4   differences between said measurement model work product

5   and current customer measurements to identify possible

6   deficiencies in organization measurement processes.

1   6.   [Currently amended] A system for creating and using a

2   measurement model work product, comprising:

3   a target future business capabilities work product for

4   defining in a computer database customer goals

5   necessary to achieve through measurements; and

6   a measurement model work product for translating said

7   customer goals into account specific behaviors and

8   measures that empirically demonstrate said behaviors;

9   a computer for deriving said measurement model work

10   product from a first draft measurement model and a

11 second draft measurement model;

12 <u>means for performing</u> a first prioritization process and

13 <u>means for performing</u> a second prioritization process

14 for deriving said first draft measurement model;

15 said first prioritization process determining for each

16 said measure a relationship with each said behavior

17 satisfied by said measure;

18 said second prioritization process determining for each

19 said measure a relationship with each other measure;

20 and

21 said computer building said second draft measurement

22 model <u>to include a minimum set of measures that drive</u>

23 <u>desired behaviors</u> by selecting measurers <u>from said</u>

24 <u>first and second prioritization processes</u> prioritized

25 selectively by behaviors satisfied and related

26 measures.

1 7. [Original] The system of claim 6, further comprising:

2 a gap analysis work product for specifying differences

3 between said measurement model work product and current

4 customer measurements to identify possible deficiencies

5 in organization measurement processes.

1 8. [Currently amended] A method for defining measurements

2 of performance of a customer information technology

3 organization, comprising the steps of:

4 collecting into a competency-defined measurement

5 categories and measurements file in a computer database

6 definitions of selected categories of behavioral

7 measurements;

8 selecting from said file contract measurements;

9 said contract measurements being selected by ~~building~~

10 <u>operating a digital computer to build</u> a first draft

11 measurement model and a second draft measurement model;

12 building said first draft measurement model by <u>said</u>

13 <u>digital computer</u> selectively executing a first

14 prioritization process and a second prioritization

15 process;

16   said first prioritization process determining for each

17   said contract measurement a relationship with each said

18   behavioral measurement satisfied by said contract

19   measurement;

20   said second prioritization process determining for each

21   said behavioral measurement a relationship with each

22   other behavioral measurement;

23   building said second draft measurement model <u>to include</u>

24   <u>a minimum set of measures that drive desired behaviors</u>

25   by <u>said digital computer</u> selecting behavioral

26   measurements <u>from said first and second prioritization</u>

27   <u>processes</u> prioritized selectively by behaviors

28   satisfied and related behavioral measurements;

29   implementing said contract measurements; and

30   using and maintaining said contract measurements.

1   9.   [Original] The method of claim 8, said categories

2   including human resources, quality, customer, cost and

3   schedule, process, and productivity and output categories of

4   behavioral measurements.

1   10. [Currently amended] System for formulating measurement

2   requirements that are to be implemented in an engagement,

3   comprising:

4   a current customer measurements work product for

5   detailing in a computer database current measurements

6   being collected and reported by a customer;

7   a measurement model work product for translating

8   customer goals into account specific behaviors and

9   measures that empirically demonstrate said behaviors;

10   a computer for deriving said measurement model work

11   product from a first draft measurement model and a

12   second draft measurement model;

13   means for performing a first prioritization process and

14   means for performing a second prioritization process

15   for deriving said first draft measurement model;

16   said first prioritization process determining for each

17   said measure a relationship with each said behavior

18   satisfied by said measure;

19   said second prioritization process determining for each

20   said measure a relationship with each other measure;

21   said computer building said second draft measurement

22   model to include a minimum set of measures that drive

23   desired behaviors by selecting measurers from said

24   first and second prioritization processes prioritized

25   selectively by behaviors satisfied and related

26   measures; and

27   a measurement gap analysis work product for defining in

28   said computer database differences between said current

29   measurements and said account specific behaviors and

30   measures.

1   11. [Original] The system of claim 10, further comprising:

2   an interface agreement work product for documenting

3   expectations for data collection;

4   a configuration script work product for configuring

5   tools required to implement said requirements;

6   a contract measurement business policy work product for

7   defining expectations of behavior required to support

8   said requirements; and

9   a scorecard work product for visualizing said

10   requirements.

1   12. [Currently amended] A measurement and performance

2   management method, comprising the steps of:

3   during a proposal contextual phase, developing in a

4   computer database a measurement solution to be

5   delivered to a customer;

6   said developing step including operating a digital

7   computer for building a first draft measurement model

8   and a second draft measurement model;

9   building said first draft measurement model by said

10   digital computer selectively executing a first

11   prioritization process and a second prioritization

12   process;

13   said first prioritization process determining for each

14   metric of a plurality of metrics a relationship with

15   each behavior satisfied by said metric;

16   said second prioritization process determining for each

17   said metric a relationship with each other metric;

18   building said second draft measurement model <u>to include</u>

19   <u>a minimum set of measures that drive desired behaviors</u>

20   by <u>operating said digital computer for</u> selecting <u>from</u>

21   <u>said first and second prioritization processes</u> metrics

22   prioritized selectively by behaviors satisfied and

23   related metrics;

24   during a due diligence phase, validating assumptions

25   and behavioral expectations in said measurement

26   solution; and

27   during a transformation phase, transferring to said

28   customer resources and assets for implementing said

29   measurement solution as validated.

1   13. [Original] The method of claim 12, said developing

2   step comprising the further step of:

3 building said measurement solution responsive to inputs

4 from a measurement catalog work product and a target

5 future business capabilities work product.

1 14. [Original] The method of claim 13, said validating

2 step comprising the further step of:

3 executing a measurement gap analysis work product

4 responsive to inputs from a current customer

5 measurements work product, a future process design

6 points work product, a to-be organization design work

7 product and a to-be process design work product.

1 15. [Original] The method of claim 14, said transferring

2 step comprising the further step of:

3 pursuant to an interface agreement work product,

4 providing an external interface requirements work

5 product, a configuration script work product, a

6 contract measurement business policy work product, a

7 scorecard work product, an end-user training materials

8 work product, and a deployment plan work product.

1 16. [Currently amended] System for formulating measurement

2   requirements that are to be implemented in an engagement,

3   comprising:

4   means for developing in a computer database a

5   measurement solution to be delivered to a customer;

6   means for validating in said computer database

7   assumptions and behavioral expectations in said

8   measurement solution;

9   means for transferring to said customer resources and

10   assets for implementing said measurement solution as

11   validated;

12   computer means for deriving said measurement solution

13   from a first draft measurement model and a second draft

14   measurement model;

15   means for performing a first prioritization process and

16   means for performing a second prioritization process

17   for deriving said first draft measurement model;

18   said first prioritization process determining for each

19   of a plurality of metrics a relationship with each said

20   behavior satisfied by said metric;

21   said second prioritization process determining for each
22   said metric a relationship with each other metric; and

23   said computer building said second draft measurement
24   model <u>to include a minimum set of measures that drive</u>
25   <u>desired behaviors </u>by selecting metrics <u>from said first</u>
26   <u>and second prioritization processes</u> for said
27   measurement solution prioritized selectively by
28   behaviors satisfied and related metrics.

1   17.   [Currently amended]   Method for executing a gap
2   analysis responsive to a measurement model and current
3   customer measurements, comprising the steps of:

4   <u>operating a digital computer to build</u> ~~building~~ said
5   measurement model from a first draft measurement model
6   and a second draft measurement model;

7   building said first draft measurement model by
8   selectively executing a first prioritization process
9   and a second prioritization process;

10   operating said digital computer during said first

11   prioritization process for determining for each of a

12   plurality of measures a relationship with each of a

13   plurality of behaviors satisfied by said measure;

14   operating said digital computer during said second

15   prioritization process foru determining for each said

16   measure a relationship with each other measure;

17   operating said digital computer for building said

18   second draft measurement model to include a minimum set

19   of measures that drive desired behaviors by selecting

20   measures from said first and second prioritization

21   processes prioritized selectively by behaviors

22   satisfied and related measures;

23   mapping in a computer database said current measurement

24   model to said current customer measurements and

25   identifying measurement gaps;

26   identifying in said computer database measurements not

27   covered by said measurement model;

28   identifying nonproductive measurements; and

29	identifying the impact to an organizational structure
30	and processes of said customer of said measurement
31	gaps.

| 1 | 18.   [Currently amended]   A canonical method for defining a |
| 2 | measurements model work product, comprising the steps of: |

| 3 | articulating envisioned business goals and behaviors; |

4	operating a computer processor for enumerating and
5	defining behaviors and goals satisfied by said
6	behaviors in a computer database of existing contract
7	metrics;

| 8 | selecting potential metrics for said business goals and |
| 9 | behaviors from said database; |

10	operating said computer processor for prioritizing and
11	balancing said potential metrics to determine said
12	measurement model work product;

13	said prioritizing and balancing including building a
14	first draft measurement model and a second draft
15	measurement model;

16   building said first draft measurement model by

17   selectively executing within said computer processor a

18   first prioritization process and a second

19   prioritization process;

20   said first prioritization process determining for each

21   potential metric from said selecting step a

22   relationship with each behavior satisfied by said

23   potential metric;

24   said second prioritization process determining for each

25   said potential metric a relationship with each other

26   potential metric from said selecting step; and

27   building said second draft measurement model to include

28   a minimum set of measures that drive desired behaviors

29   by selecting potential metrics from said first and

30   second prioritization processes prioritized selectively

31   by behaviors satisfied and related potential metrics.

1   19.   [Currently amended]   System for defining a measurements

2   model work product, comprising:

3   a first database for articulating envisioned business

4   goals and behaviors;

5   a second database for enumerating and defining

6   behaviors and goals satisfied by said behaviors

7   selected from existing contract metrics;

8   means for selecting potential metrics for said business

9   goals and behaviors from said second database;

10   prioritizing and balancing means for determining from

11   said potential metrics those metrics to be included in

12   said measurement model work product, said prioritizing

13   and balancing means including means for deriving a

14   first draft measurement model and a second draft

15   measurement model;

16   a first prioritization means and a second

17   prioritization means for deriving said first draft

18   measurement model;

19   said first prioritization means determining for each

20   said potential metric a relationship with each said

21   behavior satisfied by said potential metric;

22   said second prioritization means determining for each

23   said potential metric a relationship with each other

24   potential metric; and

25   said prioritizing and balancing means building said

26   second draft measurement model to include a minimum set

27   of measures that drive desired behaviors by selecting

28   potential metrics from said first and second

29   prioritization processes prioritized selectively by

30   behaviors satisfied and related potential metrics.

1   20.   [Canceled]

2   21.   [Canceled]

1   22.   [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for defining

4   the measures of performance of a customer information

5   technology organization, said method steps comprising:

6   identifying customer performance goals;

7   building a model in response to the customer goals

8   including a plurality of primitive metrics;

9   performing gap analysis of said model to determine

10   which of said primitive metrics are already collected

11   by said organization and process capabilities for data

12   collection;

13   identifying new data collection sources for those

14   primitive metrics which are not already collected by

15   said organization;

16   implementing tools and processes for gathering said

17   primitive metrics; and

18   generating measurement reports from said primitive

19   metrics;

20   said building step including building a first draft

21   measurement model and a second draft measurement model;

22   building said first draft measurement model by

23   selectively executing a first prioritization process

24   and a second prioritization process;

25   said first prioritization process determining for each

26   said primitive metric a relationship with each said

27   behavior satisfied by said primitive metric;

28   said second prioritization process determining for each

29   said primitive metric a relationship with each other

30   primitive metric; and

31   building said second draft measurement model to include

32   a minimum set of measures that drive desired behaviors

33   by selecting primitive metrics from said first and

34   second prioritization processes prioritized selectively

35   by behaviors satisfied and related primitive metrics.

1   23.   [Currently amended]   A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for creating

4   and using a measurement model work product, said method

5   steps comprising:

6   providing a target future business capabilities work

7   product for defining customer goals necessary to

8   achieve through measurements;

9   translating said customer goals into a measurement

10   model work product defining account specific behaviors

11   and measures that empirically demonstrate said

12   behaviors;

13   building said measurement model work product by

14   building a first draft measurement model and a second

15   draft measurement model;

16   building said first draft measurement model by

17   selectively executing a first prioritization process

18   and a second prioritization process;

19   said first prioritization process determining for each

20   said measure a relationship with each said behavior

21   satisfied by said measure;

22   said second prioritization process determining for each

23   said measure a relationship with each other measure;

24   and

25   building said second draft measurement model to include

26   a minimum set of measures that drive desired behaviors

27   by selecting measures from said first and second

28   prioritization processes prioritized selectively by

        behaviors satisfied and related measures.

1   24. [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for defining

4   the measures of performance of a customer information

5   technology organization, said method steps comprising:

6   collecting into a competency-defined measurement

7   categories and measurements file definitions of

8   selected categories of behavioral measurements;

9   selecting from said file contract measurements;

10   said contract measurements being selected by building a

11   first draft measurement model and a second draft

12   measurement model;

13   building said first draft measurement model by

14   selectively executing a first prioritization process

15   and a second prioritization process;

16   said first prioritization process determining for each

17   said contract measurement a relationship with each said

18   behavioral measurement satisfied by said ~~measure~~

19   contract measurement;

20   said second prioritization process determining for each

21   said behavioral measurement a relationship with each

22   other behavioral measurement;

23   building said second draft measurement model to include

24   a minimum set of measures that drive desired behaviors

25   by selecting behavioral measurements from said first

26   and second prioritization processes prioritized

27   selectively by behaviors satisfied and related

28   behavioral measurements;

29   implementing said contract measurements; and

30   using and maintaining said contract measurements.

1   25. [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for

4   providing a measurement and performance management method,

5   said method steps comprising:

6   during a proposal contextual phase, developing a

7   measurement solution to be delivered to a customer;

8   said developing step including building a first draft

9   measurement model and a second draft measurement model;

10   building said first draft measurement model by

11   selectively executing a first prioritization process

12   and a second prioritization process;

13   said first prioritization process determining for each

14   potential metric of a plurality of potential metrics a

15   relationship with each behavior satisfied by said

16   potential metric;

17   said second prioritization process determining for each

18   said potential metric a relationship with each other

19   potential metric;

20   building said second draft measurement model to include

21   a minimum set of measures that drive desired behaviors

22   by selecting potential metrics from said first and

23   second prioritization processes prioritized selectively

24   by behaviors satisfied and related potential metrics;

25   during a due diligence phase, validating assumptions

26   and behavioral expectations in said measurement

27   solution; and

28   during a transformation phase, transferring to said

29   customer resources and assets for implementing said

30   measurement solution as validated.

1   26.   [Currently amended]   A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for

4   executing a gap analysis responsive to a measurement model

5   and current customer measurements, said method steps

6   comprising:

7   building said measurement model from a first draft

8   measurement model and a second draft measurement model;

9   building said first draft measurement model by

10   selectively executing a first prioritization process

11   and a second prioritization process;

12   said first prioritization process determining for each

13   of a plurality of measurements a relationship with each

14   of a plurality of behaviors satisfied by said

15   measurements;

16   said second prioritization process determining for each

17   said measurement a relationship with each other

18   measurement;

19   building said second draft measurement model <u>to include</u>

20   <u>a minimum set of measures that drive desired behaviors</u>

21   by selecting measurements <u>from said first and second</u>

22   <u>prioritization processes</u> prioritized selectively by

23   behaviors satisfied and related measurements;

24   mapping said current measurement model to said current

25   customer measurements and identifying measurement gaps;

26   identifying measurements not covered by said

27   measurement model;

28   identifying nonproductive measurements; and

29   identifying the impact to an organizational structure

30   and processes of said customer of said measurement

31   gaps.

1   27. [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for defining

4   a measurements model work product, said method steps

5   comprising:

6   articulating envisioned business goals and behaviors;

7   enumerating and defining behaviors and goals satisfied

8   by said behaviors in a database of existing contract

9   measurements;

10   selecting potential measurements for said business

11   goals and behaviors from said database;

12   prioritizing and balancing said potential measurements

13   to determine said measurement model work product;

14   said prioritizing and balancing including building a

15   first draft measurement model and a second draft

16   measurement model;

17   building said first draft measurement model by

18   selectively executing a first prioritization process

19   and a second prioritization process;

20   said first prioritization process determining for each

21   said potential measurement a relationship with each

22   said behavior satisfied by said potential measurement;

23   said second prioritization process determining for each

24   said potential measurement a relationship with each

25   other potential measurement; and

26   building said second draft measurement model to include

27   a minimum set of measures that drive desired behaviors

28   by selecting potential measurements from said first and

29   second prioritization processes prioritized selectively

30   by behaviors satisfied and related potential

31   measurements.

28.   [Canceled]